Scorecards

Aviation

	No fi	lter	DOA Strategic Objectives					
			formance" Organization (25%)					
	ΔΨ		Name	Actual	Target	Variance	Variance %	Time Period
		<u></u>	Percent of Satisfied Employees	62%	70%	-8%	11%	FY 08, Q3
•	▼		Number of Days to Recruit	89.0	95.0	-6.0	6.3%	FY 09, Q3
•			% of Highly Qualified Applicants on HR Register	49%	20%	29%	145%	FY 09, Q1
•	-		Number of Vacancies	86	42	44	105%	FY 09, Q4 Apr
			ustomer Experience (25%)					
	ΔØ		Name	Actual	Target	Variance	Variance %	Time Period
			Customer Satisfaction	71.0	80.0	-9.0	11.2%	FY 09, Q3 Jan
•	₩		Number of Occasions the Security Line Exceeds -20 Minutes	5	14	-9	64%	FY 09, Q1 Sep
	•		Number of Occasions the Security Line Exceeds -10 Minutes	24	24	0	0%	FY 09, Q3 Mar
			ncial Performance (20%) 2 🔒 0					
8	△₩		Name	Actual	Target	Variance	Variance %	Time Period
•	₩		Bond Coverage Factor	1.91	1.53	0.38	24.84%	FY 09, Q3 Mar
	₩		Operating Expense (in Millions)	US\$12,317	US\$15,932	-US\$3,615	23%	FY 09, Q3 Feb
>	₩.		Revenue (in Millions)	US\$33,107	US\$34,379	-US\$1,272	4%	FY 09, Q3 Mar
			rational Efficiencies (15%) 3 🚵 1					
8	△₩		Name	Actual	Target	Variance	Variance %	Time Period
	₩		Number of Delays per 1000 Flights	136	105	31	30%	FY 09, Q3 Mar
>	4		Number of Passengers Handled	7,166,730	7,220,000	-53,270	1%	FY 09, Q3 Mar
•	4		Volume of Landings/Departures	80,051	81,902	-1,851	2%	FY 09, Q2 Dec
	₩		Cargo Volume	46,300	58,223	-11,923	20%	FY 09, Q2 Dec
	-		Number of Expired Contracts	3	0	3		FY 09, Q4 Apr

Metric Studio

Scorecards

Aviation

7	No fil	lter	DOA Strategic Objectives					
8	∆₩		Name	Actual	Target	Variance	Variance %	Time Period
			Percent of Contract Evaluations within 10 Days	0.00%	100.00%	-100.00%	100.00%	FY 09, Q3, Jan
•	-		Percent of Signature Only Agreements Executed in 30 Days	100.00%	100.00%	0.00%	0.00%	FY 09, Q4, Apr
•			Percent of Contract Debriefings Completed- Post Mortem -Post Mortem	100%	75%	25%	33%	FY 09, Q2, Nov
	•		Percent of Invoices Paid Wthin 21 Days	21%	100%	-79%	79%	FY 09, Q4, May
ß			Median Age of Unpaid Invoices					FY 09, Q4, May
			apital Improvement Projects (15%)					
8	Δ₩		Name	Actual	Target	Variance	Variance %	Time Period
•	Δ		Percent of Project Completed -CONRAC	79%	78%	1%	1%	FY 09, Q2
\	-	<u></u>	Percent of Budget Expended -CONRAC	74.21%	78.30%	-4.09%	5.22%	FY 09, Q2
\	Δ		Percent of Project Completed -MHJIT	26%	26%	0%	2%	FY 09, Q2
\	-	<u></u>	Percent of Budget Expended -MHJIT	26.50%	26.50%	0.00%	0.00%	FY 09, Q2
	er me		0 <u>&</u> 1					
8	△₩		Name	Actual	Target	Variance	Variance %	Time Period
ß			Tons of CO2e Greenhouse Gas Emissions (Annual) -DOA -Sustainability	50,913				FY 08, Q2